The Noble Duke of York

Oh the Noble Duke of York
He had ten thousand men
He led them up to the top of the hill
And led them down again.
And when you're up you're up
And when you're down you're down
And when you're only half way up
You're either up or down

QUALITY CONTROL

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Mission First… Sailors Always

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A CLOSER LOOK AT THE MOST COMMON INSPECTION DISCREPANCIES

CHILD DEVELOPMENT CENTERS

PHYSICAL ENVIRONMENT

- No hot water in kitchen, staff lounge, adult bathroom, or classrooms
- Hot water in kitchen kitchen does reach the required 140 degrees Fahrenheit.
- The water temperature in the children's classrooms exceeds the required maximum 110 degrees
- Soap dispensers are not working or there is no soap in the dispensers.
- Children are unable to reach soap dispensers
- Children do not have the coordination to operate soap dispensers.

FIRE PROTECTION & HEALTH

- Fire drill not conducted monthly.
- Caregivers return to the building during the drill.
- No classroom attendance rosters to cross-reference
- Caregivers carry infants from the building to the outside
- Monthly health and sanitation inspections not conducted.
- CDP staff conduct inspections for Preventive Medicine
- Health inspectors do not document deficiencies observed

DEVELOPMENTAL PROGRAM AND PARENT INVOLVEMENT

- Documented observations by caregivers are infrequent and/or not used to plan activities.
- Documented observations of staff by the T&C Specialist are infrequent.
- Parent surveys indicate daily communication forms are not discussed with parents and/or information is not passed on from the primary caregiver to “end of of day” caregivers.
- Transition activities not planned or not enough time planned for transitions. Children still sitting and/or waiting for the next activity to begin.

CHILD ABUSE PROTECTION

- Procedures for reporting suspected abuse/neglect are incorrect. SOP should direct staff to report to the FAR and CPS and then the CDC Director.
- Exterior doors leading to an unfenced area are not alarmed or secured.
- There is no panic hardware on playground gates or it is inoperable.
- The kitchen was left unattended and the doors were wide open, leaving the kitchen with hazardous items accessible to children.

NUTRITION & FOOD SERVICE

- Children do not wash his hands prior to setting the table for lunch.
- Children do not use soap when washing their hands.
- Children touch foods in serving dishes, and eat food from other children's plates.
- Children lick serving utensils and place back in bowls for other children to use.

STAFF QUALIFICATIONS AND TRAINING

- New employees are behind on module training.
- Staff members have been employed over 18 months and have not completed the standardized training program.
- Caregivers not completing four hours (48 annually) of training per month as required.
- Staff members not completing annual child abuse, customer service, CPR, back injury, and food sanitation training.

MANAGEMENT AND ADMINISTRATION

- Staff and parent handbooks out of date (e.g., limited information on staff training, old organization chart, etc.).
- Central Enrollment and a single waiting list for CDC/SAC/CDH has not been implemented.
- Caregiver's medical clearance expired March 2003.
- Caregiver had not received a medical screening. The cook never received food handlers training.
- Children's files need two emergency designees other than child's parents (local and within one hour).

MANAGEMENT AND ADMINISTRATION

- Navy Child Registration Card not in use and/or not signed and dated within the last 12 months by the parent and/or the staff representative.
- Great improvement on Background Checks
- Parent Fee Agreements not updated annually.
- There was either no Multi-Disciplinary Team Inspection or it was not conducted 6 months after PERS-659 inspection. Often discrepancies were identified but not corrected.

CHILD DEVELOPMENT HOMES

OVERSIGHT

- CDH Director not visiting 10% of monitor's caseload
- Visits are not documented on the Navy CDH Home Visit Record. Time and date is not random.
- CDPA or supervisor is not visiting 10% for quality control. CDH monitor must suspend the home on the spot when level of non-compliance dictates
- Caseload for CDH Monitor = 30 In-process and certified providers
- Don't count in-process if they drag their feet more than 4-6 weeks

SUBSIDIES AND INCENTIVES

- CDH subsidies are not used or are limited
- No sibling subsidy
- No regional policy
- MEO ceiling rate is not keeping up with market rate

WRITTEN PROCEDURES

- SOPs are not current.
- SOPs missing current program policies, procedures, and responsibilities. SOPs include responsibilities of providers, recruitment, screening, certification, training, subsidy procedures, and required inspections.
- Forms and handbooks still say FHC or FCC
- No Parent Handbook.
- Child abuse protection and the DOD Hotline number not included in handbooks

PROVIDER CERTIFICATION

- Providers have not completed, nor do they have a plan to complete training modules within the required 24 months from date of initial certification.
- Providers children follow immunization schedule for PPD. Providers annual PPD. Military member every three years.
- Inspectors don't look for proof of providers' car insurance. CDH staff must ensure local requirements are met. Train providers on the liability of driving children without adequate car insurance.

HOME VISITS

RECORD KEEPING

- Provider’s files are missing family health records, insurance, and pet immunizations.
- Enrolled children’s files include registration card (NAVPERS 1754/5), immunization record, power of attorney or in loco parentis, parent contract, medication, child and family profiles, information, approved Family Care Plan.

PARENT INFORMATION BOARD

- Parent bulletin board is missing DoD hotline number, touch/discipline policy, CDH Certificate, daily schedule, weekly activity plan, CPR, First Aid, and back-up providers.
- Weekly menu is not posted in advance on the parent information board with any changes noted daily.
- Parent signs and dates sign in/sign-out sheet.
- Visitors sign in and out of the home.

FIRE/SAFETY

- The provider is not prepared for emergencies (e.g., working phone, first aid kit, flashlight, fire drills, smoke detector, fire extinguisher, outlets covered, and gate on stairs, etc.).
- The fire evacuation plan is posted by the exits.

CDH BACKGROUND CHECKS

- Conduct SCHR for off-base civilian providers
- Make friends with your local “sheriff”
- Certify once fingerprint card is in the mail.
- Certify without Division Officer if ship or squadron is deployed, get it later.
- Conduct interview with family if sponsor is deployed. Conduct with sponsor upon return.
- Certify without certificate if CO/MWR/QOL delivers them later (e.g., monthly training).

GARAGES

- There is nothing prohibiting providers from using their garage as long as the Fire Department approves it.
- However, the environment is not high quality so discourage it.
- Every home is different and CDH staff must use best judgment when approving final environment.

CONTINUOUS QUALITY CONTROL

Family Care Plans

- Required for Active Duty with Reservist Spouse during Operation Iraqi Freedom

- If children are sent to person listed on their Family Care Plan and that person lives near another military installation, they are eligible for care, placed in CDP or on Excess Demand List

MULTI-DISCIPLINARY TEAM INSPECTION

- No Multi-Disciplinary Team Inspection

  or

- Was not conducted 6 months after PERS-659 inspection.

  or

- Often discrepancies were identified but not corrected.

  or

- Was not coordinated with CDC/CDH/SAC

WHO, WHO,

WHO BROUGHT
THE DOGS UP

WHO WHO WHO WHO??